

**PHILIPPINE POSTAL CORPORATION
Validated 2020 Performance Scorecard**

Component					GOCC Submission		GCG Validation		Supporting Documents	Remarks														
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating																
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments																						
	SM 1	Postal Mail Traffic (Transactions Handled in Millions)	Actual Figure	8%	Actual / Target	31.57	38.48	8%	38.48	8%	- Report on Monthly and Quarterly Volume of Transactions Accepted CY 2020	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Volume</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>13.42</td> </tr> <tr> <td>2nd</td> <td>4.50</td> </tr> <tr> <td>3rd</td> <td>10.22</td> </tr> <tr> <td>4th</td> <td>10.35</td> </tr> <tr> <td>Total</td> <td>38.48</td> </tr> </tbody> </table> <p>Although target was exceeded, postal mail traffic in 2020 has dwindled from the 2019 performance mainly due to the effects of the health and social protocols adopted to minimize and/or curtail the COVID-19 pandemic, such as community quarantine, as well as limited and/or suppression of air, land and sea conveyances.</p>	Quarter	Volume	1st	13.42	2nd	4.50	3rd	10.22	4th	10.35	Total	38.48
	Quarter	Volume																						
1st	13.42																							
2nd	4.50																							
3rd	10.22																							
4th	10.35																							
Total	38.48																							
Sub-total			8%				8.00%		8.00%															
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities																						
	SM 2	Number of Municipalities and Cities with Postal Access (out of a total of 1,628)	Number of Municipalities with PHLPost-operated, Local Government Unit (LGU)-operated or Private-operated postal outlet/s	5%	Actual / Target	9 additional cities and municipalities	2 postal outlets	1.11%	2 Additional cities and municipalities	1.11%	- Memorandum from the Business Lines Department, OAPMG for Operations - Copies of Memoranda of Agreement (MOA)	In the midst of the pandemic, the PLHPost marketing team experienced difficulties in visiting LGU offices to follow up on previous negotiations. Thus, PHLPost was only able to expand to an additional two (2) postal outlets as follows: <ul style="list-style-type: none"> o Postal Area 3 – Mega Manila o Postal Area 4 – San Pablo 												

Component						GOCC Submission		GCG Validation		Supporting Documents	Remarks
Objective/ Measure		Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating		
SM 3	Number of NGAs/NGOs Partners for Services	Actual Number of Payout Partners (Should not be for free or at a loss)	5%	Actual / Target	6	6 partners	5%	6	5%	- Updated List of Contracts as of 31 Dec 2020 - Report on 2020 Cash Pay-out Services	Payout partners in 2020 are: 1. Save the Children Philippines 2. International Committee of the Red Cross 3. Philippine Red Cross 4. DSWD – Social Pension for Indigent Senior Citizens 5. OXFAM 6. Citizens' Disaster Response Center, Inc.
SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management										
SM 4	Percentage of Satisfied Customers	Number of respondents giving at least a Satisfactory rating / Total number of respondents	3%	Actual / Target 0% = If less than 80%	Using the GCG Enhanced Guidelines for the Conduct of the CSS					- Memorandum from BAC Chairman on "Brief on the Status of Public Bidding for the Procurement of Third-Party Customer Satisfaction Survey" - Supporting Documents for the Project Procurement	PHLPost had encountered difficulties and was not able to complete the procurement process for a third-party to conduct its CSS for 2021. Hence, no survey was conducted during the year.
	a. Individual Customers				Excluded	Excluded	-	Excluded	-		
	b. Corporate Clients				90%	1. Failure of Bidding for the procurement of 3rd party CSS; and 2. Deferment of Alternative Procurement of 3rd Party CSS due to time constraint in the implementation of the project	0%	No 2021 CSS conducted	0%		
	Sub-total		15%				6.11%		6.11%		

Component						GOCC Submission		GCG Validation		Supporting Documents	Remarks												
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating															
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth																					
	SM 5	Revenues	Total Revenues	6%	Actual / Target	3.179 Billion	2.189 Billion	4.13%	2.158 Billion	4.07%	- 2020 COA-audited Financial Statements (FS) - Notes to FS	<table border="1"> <thead> <tr> <th>Income</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Service</td> <td>1,810,856,730</td> </tr> <tr> <td>Business</td> <td>345,329,921</td> </tr> <tr> <td>Other</td> <td>2,007,559</td> </tr> <tr> <td>TOTAL</td> <td>2,158,194,210</td> </tr> </tbody> </table>	Income	Amount	Service	1,810,856,730	Business	345,329,921	Other	2,007,559	TOTAL	2,158,194,210	
	Income	Amount																					
	Service	1,810,856,730																					
Business	345,329,921																						
Other	2,007,559																						
TOTAL	2,158,194,210																						
SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6%	Actual / Target	80.308 Million	(670.90) Million	0.00%	(670.90) Million	0.00%	- 2020 COA-audited FS - Notes to FS - PHLPost supporting schedule on EBITDA	<table border="1"> <thead> <tr> <th>Items</th> <th>In '000</th> </tr> </thead> <tbody> <tr> <td>Net Income</td> <td>(740,403)</td> </tr> <tr> <td>Add: Taxes</td> <td>0</td> </tr> <tr> <td>Dep'n.</td> <td>67,000</td> </tr> <tr> <td>Interest</td> <td>2,500</td> </tr> <tr> <td>EBITDA</td> <td>(670,903)</td> </tr> </tbody> </table> <p>EBITDA was primarily affected by the substantial dip in revenues during the year, even despite significant decreases in current operating expenses.</p>	Items	In '000	Net Income	(740,403)	Add: Taxes	0	Dep'n.	67,000	Interest	2,500	EBITDA	(670,903)
Items	In '000																						
Net Income	(740,403)																						
Add: Taxes	0																						
Dep'n.	67,000																						
Interest	2,500																						
EBITDA	(670,903)																						
Sub-total			12%				4.13%		4.07%														
INTERNAL PROCESS	SO 5	Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures																					
	SM 7	<i>Express Post Delivery Performance</i>																					
	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	7%	Actual / Target	90% of items delivered within 3 days after posting	100% of items delivered within 3 days after posting	7.00%	100% of items delivered within 3 days after posting	7.00%	- Live Mail Sampling Results generated by Service Regulations Department	<table border="1"> <tbody> <tr> <td>Total Samples Delivered</td> <td>188</td> </tr> <tr> <td>Total Number of Samples</td> <td>188</td> </tr> <tr> <td>Delivery Rate</td> <td>100%</td> </tr> </tbody> </table>	Total Samples Delivered	188	Total Number of Samples	188	Delivery Rate	100%						
Total Samples Delivered	188																						
Total Number of Samples	188																						
Delivery Rate	100%																						

PHLPost Validated 2020 Performance Scorecard

Component					GOCC Submission		GCG Validation		Supporting Documents	Remarks				
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating						
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		7%	Actual / Target	90% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	92.85% of items delivered within 10 days in Luzon and 90% of items within 15 days in VisMin after posting	7.00%	95.80% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	7.00%	- Consolidated Report from the Service Regulations Department under the Office of the APMG for Operations	Total Samples Delivered	137		
	7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Dept.		7%	Actual / Target	95% of items delivered within 3 days after Customs clearance	95.12% of items delivered within 3 days after Customs clearance	7.00%	96.88% of items delivered within 3 days after Customs clearance	7.00%		Total Samples Delivered	837		
											Total Number of Samples	864	Delivery Rate	96.88%
7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Dept.	7%	Actual / Target	95% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	100% of items delivered within 10 days in Luzon and 95.83% of items within 15 days in VisMin after Customs clearance	7.00%	98.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	7.00%	Total Samples Delivered	173					
										Total Number of Samples	175	Delivery Rate	98.86%	
SM 8	International Parcel post delivery performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	4%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	100% of items delivered within 15 days in Luzon and 92.12% of items within 30 days in VisMin after Customs clearance	4.00%	97.12% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	4.00%	- Live Mail Sampling Results generated by Service Regulations Department	Total Samples Delivered	439		
											Total Number of Samples	452	Delivery Rate	97.12%
SM 9	Letter Post Delivery Performance													

Component						GOCC Submission		GCG Validation		Supporting Documents	Remarks						
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating									
9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	7%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	91.37% of items delivered within 15 days in Luzon and 90.32% of items within 30 days in VisMin after posting	7.00%	98.47% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	7.00%	- Live Mail Sampling Results generated by Service Regulations Department - Consolidated Report from the Service Regulations Department under the Office of the APMG for Operations	Total Samples Delivered	22,863						
				9.2. Domestic Registered Letter Post Delivery Performance	7%					Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	90.95% of items delivered within 15 days in Luzon and 92.47% of items within 30 days in VisMin after posting	7.00%	95.95% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	7.00%	Total Number of Samples	23,218
											Delivery Rate	98.47%					
Total Samples Delivered	16,341																
9.3. International Letter Post Delivery Performance	4%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	97.02% of items delivered within 15 days in Luzon and 96.68% of items within 30 days in VisMin after Customs clearance	4.00%	98.13% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	4.00%	Total Number of Samples		17,030							
			Delivery Rate	95.95%													
			Total Samples Delivered	1,206													
SO 6	Uphold Postal Service Integrity by Strengthening Security in Postal Processes																
SM 10	ISO Certification	ISO Certification of Frontline Services	5%	All or Nothing	ISO 9001:2015 Certification of Post Offices within the City of Manila and in the Offices of Exchange	Various activities towards preparation for ISO Quality Management System (QMS)	0.00%	Preparatory Activities for ISO Certification	0.0%	- Updates on the ISO Activities as of 4th Quarter 2020 from the Quality Management Representative	PHLPost's accomplishments in 2020 only represent the preparatory steps towards obtaining the actual ISO certification, similar to the status from the previous year. Thus, PHLPost still fails to achieve its target on this measure.						

Component						GOCC Submission		GCG Validation		Supporting Documents	Remarks						
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating									
SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT																	
SM 11	Percentage of PHLPost-operated Postal Outlets with Internet Connectivity Enabling Track and Trace	No. of PHLPost-operated Postal Outlets with Internet Connectivity Enabling Track & Trace/ Total No. of PHLPost-Operated Postal Outlets	5%	Actual / Target	60%	55% / 742 Postal Outlets with Enabled Track and Trace	4.61%	55.29%	4.61%	- Memorandum from PHLPost's MISD - Inventory of Connectivity Update per Postal Area as of 2020	<table border="1"> <tr> <td>Total Post Offices</td> <td>1,342</td> </tr> <tr> <td>Total Post Offices with Enabled Track and Trace</td> <td>742</td> </tr> <tr> <td>Accomplishment</td> <td>55.29%</td> </tr> </table>	Total Post Offices	1,342	Total Post Offices with Enabled Track and Trace	742	Accomplishment	55.29%
Total Post Offices	1,342																
Total Post Offices with Enabled Track and Trace	742																
Accomplishment	55.29%																
Sub-total			60%				54.61%		54.61%								
SO 8 Developed and Managed Competencies of Effectual and Competent Human Resources																	
LEARNING & GROWTH SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies/ Total Number of Personnel	2.5%	Actual / Target	100% of Frontline Personnel Meeting Required Technical Competencies	A total of 2,005 (68.41%) Frontline Personnel Trained on Technical Competency	1.71%	68.41% Frontline Personnel Meeting Required Technical Competencies	1.71%	- Summary Report: Technical and Non-Technical Competency Intervention 2020	As of 2020, it was determined that a total of 2,005 out of 2,931 frontline employees of PHLPost or 68.41% have met the required technical competencies of their respective positions.						
			1.5%	Actual / Target	35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	A total of 1,338 (45.65%) Frontline Personnel meeting required Org. and Leadership competencies	1.50%	45.65% Frontline Personnel Meeting Required Non-Technical Competencies	1.50%	- Summary Report on the Percentage of Employees Meeting Required Competencies	As of 2020, a total of 1,338 out of 2,931 frontline employees or 45.65% have met the required non-technical (organizational and leadership) competencies of their respective positions.						

PHLPost Validated 2020 Performance Scorecard

Component						GOCC Submission		GCG Validation		Supporting Documents	Remarks
Objective/ Measure		Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating		
			1.0%	Actual / Target	Establish Baseline on Competency of Supervisors in the Operations Group	A total of 215 of the operations personnel and supervisors with baseline data on competency assessment	1.00%	26.05% of Supervisors in the Operations Group meeting the required competencies	1.00%	- Listing/Profile of Operations Supervisor with Competency Assessment	From a total of 215 Supervisors in the Operations Group who have been assessed during the year, it was determined that only 56 or 26.05% of them have met the required competencies of their respective positions, which serves as the baseline data for 2020.
Sub-total			5%				4.21%		4.21%		
TOTAL			100%				77.06%		77.00%		
EXCLUDED WEIGHT			(3%)								
VALIDATED TOTAL			97%				77.06 / 97 = 79.44%		77.00 / 97 = 79.38%		

a/ But not to exceed the weight assigned per indicator.